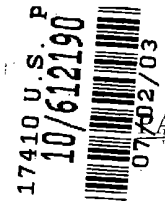


07/02/03



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

ATTY DOCKET NO.: 5577-254  
DATE: July 2, 2003

**UTILITY PATENT APPLICATION TRANSMITTAL LETTER  
AND FEE TRANSMITTAL FORM (37 CFR 1.53(b))**

Mail Stop PATENT APPLICATION  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

Transmitted herewith for filing under 37 CFR 1.53(b) is:

- ☒ a patent application  
☐ a Continuation ☐ a Divisional ☐ a Continuation-in-Part (CIP)  
of prior application no.:  
☐ A Small Entity Statement(s) was filed in the prior application; Status still proper and desired.

Inventor(s) or Application Identifier:

**Shawn Allen Clymer**, Raleigh, North Carolina  
**Douglas Kevin Willenborg**, Apex, North Carolina

Entitled: **METHODS, SYSTEMS AND COMPUTER PROGRAM PRODUCTS FOR EARLY  
WARNING OF POTENTIAL SERVICE LEVEL AGREEMENT VIOLATIONS**

Enclosed are:

1. ☒ Application Transmittal Letter and Fee Transmittal Form (*A duplicate is enclosed for fee processing*)
2. ☒ 23 pages of Specification (including 22 claims)
3. ☒ (5) sheets of Formal Drawings (35 USC 113)
4. ☒ Oath or Declaration
  - a. ☒ newly executed (*original or copy*)
  - b. ☐ copy from prior application (37 CFR 1.63(d) (*for continuation/divisional*) [Note Box 5 Below]
  - c. ☐ **DELETION OF INVENTOR(S)** (*Signed statement deleting inventor(s) named in the prior application*)
5. ☐ Incorporation By Reference (*useable if box 4b is checked*)

The entire disclosure of the prior application, from which a copy of the oath or declaration is supplied under Box 4b, is considered as being part of the disclosure of the accompanying application and is hereby incorporated by reference therein.
6. ☐ Microfiche Computer Program (*Appendix*)
7. ☒ Assignment papers (*cover sheet(s) and document(s)*)
8. ☐ Small Entity Statement(s)
9. ☒ Information Disclosure Statement, PTO-1449, and 1 reference(s) cited
10. ☐ Preliminary Amendment (*Please enter all claim amendments prior to calculating the filing fee.*)
11. ☐ English Translation Document
12. ☐ Certified Copy of Application No. ; Filed
13. ☐ Sequence Listing/ Sequence Listing Diskette

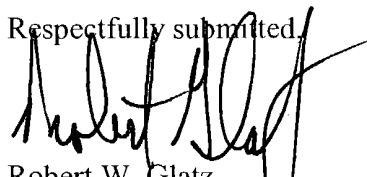
- a. ☐ computer readable copy  
b. ☐ paper copy  
c. ☐ statement in support  
14. ☐ An Associate Power of Attorney  
15. ☒ Return Receipt Postcard (MPEP 503) *(Should be specifically itemized)*  
16. ☐ Other:

The fee has been calculated as shown below:

	Column 1 No. Filed	Column 2 No. Extra	Small Entity Rate      Fee	Large Entity Rate      Fee
BASIC FEE			\$370.00	\$ 750.00
TOTAL CLAIMS	22 - 20 =	2	x 09 = \$	x 18 = \$36.00
INDEP CLAIMS	6 - 3 =	3	x 42 = \$	x 84 = \$252.00
<input type="checkbox"/> MULTIPLE Dependent Claims Presented			+ 140 = \$	+ 280 = \$
<i>If the difference in Col. 1 is less than zero, Enter "0" in Col. 2</i>			Total \$	Total \$1038.00

- ☐ A check in the amount of \$ to cover the filing fee is enclosed.
- ☒ Please charge **Deposit Account No. 09-0461** in the amount of **\$1078.00** to cover the filing fee and Assignment recordation fee.
- ☒ The Commissioner is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to **Deposit Account No. 09-0461**.
- ☒ Any additional filing fees required under 37 CFR 1.16.
- ☒ Any patent application processing fees under 37 CFR 1.17.

Respectfully submitted,



Robert W. Glatz  
Registration No. 36,811

**Customer Number:**



20792

PATENT TRADEMARK OFFICE

**CERTIFICATE OF EXPRESS MAILING**

Express Mail Label No. EV 353610404 US  
Date of Deposit: July 1, 2003

I hereby certify that this correspondence is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to: Mail Stop PATENT APPLICATION, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450



Traci A. Brown